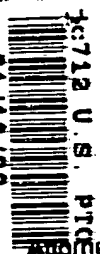


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# UTILITY PATENT APPLICATION TRANSMITTAL

(Only for new nonprovisional applications under 37 CFR 1.53(b))

JC675 U.S. PTO  
09/482969  
01/12/00

Attorney Docket No.: 4386-B  
Case Name and No.: CHAN 11

Inventors: Norman C. Chan of 1818 Eisenhower Drive, Louisville, CO 80027

Express Mail Label No.: EL417664314US

Title: METHOD AND APPARATUS FOR GENERATING AUTOMATIC GREETINGS IN A CALL CENTER

Assistant Commissioner for Patents  
Box Patent Application  
Washington, DC 20231

Enclosed for filing with the above-identified utility patent application, please find the following:

1. ☒ Specification (Total Pages of Text, including Abstract and Claims: 17)
2. ☒ Drawing(s) (35 USC 113) (Total Sheets: 3) ☐ FORMAL ☒ INFORMAL
3. ☒ Declaration and Power of Attorney (Total Pages: 4) ☒ Signed ☐ Unsigned
4. ☒ Assignment Papers (cover sheet & document(s))
5. ☒ Return Postcard (MPEP 503) (should be specifically itemized)

## FEE CALCULATION:

	(COL. 1) NO. FILED			(COL. 2) NO. EXTRA	SMALL ENTITY			LARGE ENTITY	
					RATE	FEE		RATE	FEE
BASIC FEE:						\$345.00	OR		\$680.00
TOTAL CLAIMS:	22	-	20	2	X \$8 =		OR	X \$18 =	\$36.00
INDEP. CLAIMS:	3	-	3	0	X \$39 =		OR	X \$78 =	\$0.00
MULTIPLE DEPENDENT CLAIMS					+ \$130 =		OR	+ \$260 =	\$0.00
*IF THE DIFFERENCE IN COL. 2 IS LESS THAN ZERO, ENTER "0" IN COL. 2.					TOTAL:				\$726.00

## OTHER INFORMATION:

1. ☒ The Commissioner is hereby authorized to debit any underpayments or credit any overpayment to Lucent Technologies Deposit Account No. 12-2325.
2. ☒ The Commissioner is hereby authorized to charge all required fees for extensions of time under §1.17 to Lucent Technologies Deposit Account No. 12-2325.
3. ☒ Correspondence Address:

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\*EXPRESS MAIL\* MAILING LABEL NUMBER: EL417664314US  
DATE OF DEPOSIT 1/12/00

I HEREBY CERTIFY THAT THIS PAPER OR FEE IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE \*EXPRESS MAIL POST OFFICE TO ADDRESSEE\* SERVICE UNDER 37 CFR 1.10 ON THE DATE INDICATED ABOVE AND IS ADDRESSED TO THE ASSISTANT COMMISSIONER FOR PATENTS, WASHINGTON, D.C. 20231.

TYPED OR PRINTED NAME: Christine Jacquet

4. ☒ Telephone calls should be made to undersigned at (303) 863-9700.

Respectfully Submitted,

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Date:

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